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ABSTRACT

With the emergence of Web help services, libraries are no longer the lone providers of information. Today's researchers need to find quickly information that is usable, relevant, authoritative, and verifiable. To meet that need, libraries must adapt traditional strengths of acquiring, describing, and serving information to an environment that is not bound by time or physical place, the virtual library without walls. The symposium, "Building the Virtual Reference Desk in a 24/7 World" (Library of Congress, January 12, 2001), addresses the concept of taking the reference desk to cyberspace. Two videotapes contain the proceedings from the symposium. Tape 1 (100 minutes) includes: "Introduction to the Program and Speakers" (Diane Nester Kresh); "LC and OCLC: Milestone Anniversaries" (Winston Tabb); "A History of Collaboration: LC and OCLC" (Jay Jordan); "Current Status and Future Directions for Digital Reference" (David Lankes); "Creating a Consortial Chat and Collaborative Browsing Service" (Susan McGlamery); and "How Digital Reference Works in a Public Library" (Nancy O'Neil). Tape 2 (95 minutes) includes: "Introduction to the Program and Speakers" (Diane Nester Kresh); "How Digital Reference Works in an Academic Library" (Paul J. Constantine); "Collaborative Digital Reference Service" (Diane Nester Kresh, Linda Arret, Chip Nilges, and Frank Hermes); as well as closing remarks by Diane Nester Kresh. (AEF)

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